

DOCKET INDEX
McMain vs. Questar
FORMAL COMPLAINT

DOCKET# 08-057-03	In the Matter: the Formal Complaint of McMain vs. Questar Gas Company	56507
Date	Description	SS#
March 6, 2008	Formal Complaint	f:h:c\080570 3FC.pdf
March 6, 2008	Action Request, Due: April 7, 2008	56506

ACTION REQUEST

Date: March 6, 2008

FROM: Public Service Commission

Due: 04/07/08

SUBJECT: Formal Complaint: McMain vs. Questar; 08-057-03

(Company Name, Case Number, etc.)

This is a request for the Division to conduct:

_____ Review Tariff Compliance

_____ Analysis of Complaint

_____ Investigation

 X Other

EXPLANATION AND STATEMENT OF ISSUES TO BE ADDRESSED

03/06/08

08-057-03

(1) FORMAL COMPLAINT In the Matter of the Formal Complaint of McMain vs. Questar Gas Company

08-057-13

COMPLAINT FORM

UTAH PUBLIC
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
Box 45585
Salt Lake City, Utah 84145

RECEIVED

149319

1. Name of Complaint: [REDACTED] McMainAddress: [REDACTED]Telephone No.: [REDACTED]The utility being complained against is: QUESTAR

2. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can.

See attached letter of March 3, 2008

3. Why do you (the Complainant) think these activities are illegal, unjust or improper?

See attached letter of March 3, 2008, which explains
why the utility's billing is unjust and possibly
discriminatory.

4. What relief does the Complainant request? An order that the utility
revise its billing to settle for the amounts already billed and
paid by the customer (eliminating the amounts now being billed
because of their defective equipment)

5. Signature of Complainant [REDACTED]

March 3, 2008

Public Services Commission
Heber M. Wells State Office Commission
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, UT, 84145

To whom it may concern:

On February 8th, I received a letter (copy enclosed) from Questar advising me I owed \$1,624.92 in back gas bills computed over a two-year period not charged to me due to faulty Questar equipment. During this time frame, Questar has received prompt payment on all my charges electronically.

These charges began at the time my husband died in February 2006. I am an elderly widow living on a fixed income and have predicated my expenses in line with what I believe to be appropriate charges by Questar. If I had any indication that Questar had increased charges over the last two years of billing, I certainly would have lowered my thermostat many degrees. Although I often had increased the house temperature for my husband, I never increased the temperature after his death. It was a great shock to me to receive this large bill-- especially since I was never aware that since these charges were paid electronically, Questar could have withdrawn this amount from my account.

Do customers who pay charges electronically realize that a public utility company can increase charges and back bill their customers two years later—due to the company's negligence?? This is terrible and unacceptable customer service. Public Utilities should not be able to unload their errors and poor accountability for the past two years onto unknowing customers.

This situation has caused anxiety, lack of sleep, and frustration since I am a helpless captive customer. I respectfully request the charges be cancelled for the following reasons:

1) If I had known I wasn't being charged properly I would have turned down the thermostat and not used the gas. I try to be in control of my life. I find these charges to be **unjust, unreasonable, and possibly discriminatory.**

2) The rules should be changed as they are unfair to utility customers.

Thank you for your serious attention and consideration to this matter.

Sincerely,

A large, dark, horizontal redacted area, likely covering a signature or name.

QUESTAR

Questar Gas Company

1140 West 200 South

P.O. Box 45360

Salt Lake City, UT 84145-0360

Tel 801 324 5555

February 1, 2008

Re: Account # [REDACTED]

Dear Customer,

It has come to our attention that the radio transponder attached to the meter serving your property at [REDACTED] has been reporting your gas usage incorrectly. While the meter has been accurately measuring your gas usage, the information sent by the radio transponder was in error. The radio transponder has been replaced.

This problem has caused an under-collection on your account. As a result, a debit has been made on your bill to reflect the correct billing for the natural gas used. We apologize for any inconvenience this may have caused. If you would like to make monthly payment arrangements, or ask any further questions, please contact me as soon as possible at (801) 853-6418 or (800) 323-5517, ext. 6418.

Sincerely,

Karen Woolston

Karen Woolston
Billing Analyst

Harford

Total amount of Bill 1,624.92

[REDACTED]